State of Montana

Getting It Mailed

PRINT AND MAIL SERVICES
General Services Division
Department of Administration

October, 2002

MONTANA
CAPITOL MAIL

DIRECTORY

Mail Services

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Street Address: 920 Front Street
Mailing Address: PO Box 200112
Helena MT 59620-0112

Print Services

General Assistance	(406) 444-3053
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Street Address: 920 Front Street
Mailing Address: PO Box 200132
Helena MT 59620-0132

INTRODUCTION

It is the intent of this guide to provide users with information needed to generate "good" mail, which results in lower postage and mail handling charges. The business goal is to save tax dollars by centralizing mail processing staff, reduce the duplication of postal equipment, and use automated mail-processing equipment.

Mail Services operates the mail service for State agencies through a proprietary account. Annually, the State of Montana sends approximately 9.4 million pieces of mail. Funding sources include: (1) fixed fees assessed to state agencies for sorting and delivery of mail; (2) federal funds from the USPS for operation of the Capitol Post Office; (3) postage and shipping cost from state agencies and public users of the Capitol Post Office; (4) administrative fees charged state agencies to cover the costs of processing mail; and (5) refunds from the USPS for qualifying mail.

Mail Services provides a cost effective mail operation for the State. The Bureau functions include:

- Educating user departments for proper mail preparation.
- Handling incoming and interoffice mail distribution.
- Ensuring maximization of postal discounts.
- Acting as a centralized mail information source for all departments.
- Providing transport and processing of mail in a timely and accurate manner.
- Keeping abreast of technological advances within the mailing and distribution industries.
- Maintaining a Postal Sub-station in the Capitol Building.

Mail Services is here to assist in all aspects of mailing. Please contact us during your planning stages. We can assist with design, types of service, including envelope inserting, and general mailing requirements for automated and non-automated pieces. We are available to work with you regarding types of service, costs, and schedules to best meet your individual agency needs.

Our mission is to provide high quality, cost effective mail and messenger service, in a professional manner, through a responsive partnership with our customers, the people of the State of Montana and the United States Postal Service.

PICK-UP AND DELIVERY OF AGENCY MAIL

Mail Services provides same-day delivery of all properly addressed incoming letters and small packages received from the US Postal Service. We provide daily pickup and delivery for interoffice mail and USPS letters and packages for state agencies. **Central Mail provides same day processing of all out-going USPS mail if it is properly addressed and formatted, and received prior to 3:30 p.m.**

Because of the volume of mail processed daily, it is imperative that large mailing not be held until Friday(s) or the end of the day for the last pick-up, if at all possible. Large volume mailing should be scheduled ahead of time to assure the mailing goes out the same day.

Periodically agencies should:

- Update mail lists.
- Update all outgoing correspondence with correct agency addresses including PO BOX and 59620 zip code and the zip + four.
- Request to be removed from junk mail lists.
- Upon receipt of incorrectly addressed mail contact the sender and provide correct address information.
- Separate deadhead addresses from mailing addresses.

Tips for proper use of mail service:

- Mail should be ready for pick-up prior to the scheduled pick-up time.
- Mail should be properly addressed.
- Preferred maximum weight for cartons is 50 pounds (break into smaller cartons if necessary).
- Make arrangements for unusually large mailings prior to scheduled pick-up time.

OUTGOING MAIL

Mail Services provides a full range of outgoing mail services. Our services include metering of all first class, priority, periodicals, standard, certified, and registered mail, and pre-sort of first class and standard mail to be sent through the USPS. We also process packages and expedited mail through contracted vendors and maintain manifests on expedited deliveries. USPS Priority mail and Delivery Confirmation services are also available.

USPS PRE-SORT MAIL DISCOUNTS

Pre-sort mail is first class mail that is submitted to Mail Services to achieve reduced postage. The maximum weight eligible is 11 ounces. Mail received by the 3:30 p.m. cutoff and marked as pre-sort mail will be metered at the pre-sort rate and sent to the USPS that day. **If mail is received after 3:30 p.m. and designated as same day, it may be sent to the Post Office the same day at full-rate postage. Outgoing mail received after 3:30 p.m. and marked as pre-sort will be metered at the pre-sort rate and sent to the USPS office the next day.**

DELIVERY TO THE UNITED STATES POSTAL SERVICE

All outgoing mail picked up throughout the day is processed, then turned over to the USPS by 5:00 p.m. daily.

It is critical that departments make every effort to send outgoing mail as early in the day as possible in order to meet postal deadlines and achieve postal discounts. Late mailings that must be mailed that day may not qualify for postal discount.

INTERAGENCY ENVELOPES (DEADHEAD)

Interagency envelopes are designed for repeated use for interdepartmental mailings. Previous markings should be crossed out to ensure proper delivery to the intended recipient. The addressee should always appear on the next available line. Never address between previous markings. **PLEASE PRINT CLEARLY!** Use the full name of the addressee and the correct division/agency name. An alternate method of addressing deadhead is to address as if going through the USPS using the addressee's name, agency, state PO Box, City, State and state ZIP+4, and using a standard size business envelope. Please have **DEADHEAD** clearly marked on any envelope used for interagency mail. Separate Deadhead from other mail.

Note: Place confidential mail in a regular envelope and seal it first before placing in an interagency envelope. Do not send metal objects, glass, chemicals, or any other hazardous materials in interagency envelopes. Do not over stuff or send heavy objects in interagency envelopes, since envelopes may burst at the seams during transport and result in a loss of contents.

Mail Services maintains a supply of interagency envelopes. They may be picked up at Mail Services or send a request through email and we will send them on the next scheduled route. (bspurzem@state.mt.us) If you have accumulated an over-abundance of interagency envelopes and would like to get them out of your office, you may drop them off or give them to the mail carrier on the next scheduled route. Redistribution of envelopes will help reduce the overall expense of new envelopes incurred by all State agencies. All interagency mail will be delivered to the required destination on the next outgoing dispatch after receipt of the item at Mail Services.

ADDRESSING MAIL

The following are suggestions to improve the readability of your mail on our Optical Character Reader/Barcode Reader, which will result in lower postage costs. This is the machine that applies bar codes and sorts mail you submit.

The proper addressing of any mail piece will enable savings of both time and money. Improperly addressed mail is diverted for manual handling, which is slower and more costly. Below is the basic "anatomy of a well-addressed envelope." Using this format will not only ensure your mail arrives where you intended, but also in the fastest time and at the lowest cost.

Handwritten mail cannot be recognized or sorted on automated equipment. Handwritten addresses are subject to additional processing steps, are not eligible for discounted pricing, and may be delayed in the US Postal Service mail stream.

Agencies should always use their State Mailing Address as their return address.

Example:

```
DEPARTMENT OF ADMINISTRATION
MAIL SERVICES
920 FRONT STREET
PO BOX 200112
HELENA MT  59620-0112
```

`COURIER` font is recommended for State of Montana mail. `COURIER` has the highest read rate of the fonts and is widely available to state agencies. This font has been selected because of its high numeric recognition rate and good alpha read rate.

Other fonts recognized by the USPS and the State OCR are:

Main Frame Printer Fonts:	Courier, Arial
WordPerfect Fonts:	Courier, Courier New, Letter Gothic, Times New Roman
MSWord fonts:	Arial, Bookman, Courier, Univers

Note: Avoid "Kerned" fonts, characters that are overlapped or touching, as they reduce the read rate.

- CAPITALIZE the entire address
- Eliminate all punctuation except the hyphen in the zip code field
- Use the common address abbreviations
- Use the two letter state abbreviation
- Use block style print (left justified)
- Single space the address block
- Use one space between the city, state
- Use two spaces between the state and zip code or zip+4 code
- The delivery address and the city, state, and zip code must be the last two lines of the address block. **(Never include an "attention line," telephone number or any other extraneous information after or below the zip code)**

SIZE STANDARDS FOR AUTOMATED HANDLING

SIZES AND TYPES

The size of the envelope should properly accommodate the contents.

POST CARDS		**LETTERS**	
Minimum size		Minimum size	
Length:	5 in.	Length:	5 in.
Height:	3½ in.	Height:	3½ in.
Thickness:	007 in.	Thickness:	.007 in.
Maximum size		Maximum size	
Length:	6 in.	Length:	11½ in.
Height:	4½ in.	Height:	6 1/8 in.
Thickness:	.0095 in.	Thickness:	¼ in.

FLATS (Larger than letter size)	
Minimum size	
Length:	over 11½ in.
Height:	over 6 1/8 in.
Thickness:	over ¼ in.
Maximum size	
Length:	15 in.
Height:	12 in.
Thickness:	3/4 in.

PRIORITY AND PARCEL POST

Maximum size:	108 in. (length and circumference or girth combined)
Maximum weight:	70 pounds

SIZES BELOW MINIMUM ARE NOT MAILABLE AND WILL BE RETURNED.

OCR READ AREA AND BARCODE READ AREA

The OCR (Optical Character Reader) scans addresses and a BARCODE is printed on the envelope.

- The OCR Read Area must contain only the destination address of the piece. The OCR Read area in 1 inch from the left to 1 inch from the right, and 5/8 inches from the bottom to 3 inches from the bottom.
- The BARCODE Clear Zone must be clear of all address information or art work. The BARCODE Clear Zone area starts at the lower right corner of the piece and extends up 5/8 inch and left 4½ inches.
- The last line of the destination address must be within 2¼ inches of the bottom of the piece.
- If the apartment number will not fit on the address line, it should be placed on the preceding line.

ENCLOSURES

Mail of any type must be enclosed in an appropriate envelope or package and sealed for transport by the United States Postal Service. The type of items enclosed determines the mailing classification.

The following are samples of items, which should not be sent in regular envelopes:

- Paper Clips
- Binder Clips
- Staples
- Lapel Pins
- Keys
- Buttons
- Bundles of ID cards

These items will jam or damage the mailing equipment. Do not stuff envelopes too full or the envelope will not seal. A better option is to use a flat catalog envelope. Remember that flat envelopes must be sealed.

WINDOW ENVELOPE ENCLOSURES

Enclosures that are designed so that the address appears in a window must not be stapled to the envelope. If the address enclosure does not fit in the window, use an envelope without a window. NEVER STAPLE AN ENVELOPE, since staples can jam or damage equipment. Take care to insure that only the address shows in the window area.

CASH TRANSACTIONS

Money orders, stamps, and other cash purchases and information assistance are available at the Capitol Station Post Office. The Capitol Station Post Office is located in the state Capitol building. The telephone number is 444-2864.

LARGE MAILINGS

Please contact Mail Services at 444-2600 if you have a large mailing (more than 2000 pieces) that must go out that day, but will not be picked up or delivered before 3:30 p.m. This will allow us to process and schedule more efficiently. Large mailings of over 10,000 pieces need to be scheduled as far in advance as possible.

STANDARD PRESORT

Mail Services can process standard presort mailings using the OCR or they can be processed manually. The minimum quantity to qualify for a manual sort standard presort mailing is 200 pieces or 50 pounds (for the entire mailing). A minimum of 500 pieces is needed to qualify for an OCR bulk mailing.

As part of the volume mailing services provided, Mail Services also keeps accounts with the Postal Service to allow non-meter mail processing. The permit number is printed directly on the piece (plan for this when printing your piece).

Before designing a piece for a large volume mailing, please contact Print and Mail Services for specific information and preparation suggestions.

ADDRESS CORRECTION ENDORSEMENTS

The State of Montana uses the Address Correction Endorsement method of meeting the USPS requirements. The following endorsements are recognized and utilized by Mail Services.

> **ADDRESS SERVICE REQUESTED (ASR):** Full service, forwarding , return, and new address notifications provided. If forwarded, a separate change of address notification is provided. If returned, new address or reason for nondelivery is provided, at a cost of $.50 if the mail piece is forwarded, and /or appropriate postage if the letter is returned.
>
> **RETURN SERVICE REQUESTED (RSR):** Mail is returned to the sender with new address information or the reason for non-delivery provided. Separate change of address notifications is not provided. ***This endorsement will be used as the default for mail processed by the Mail Services.***
>
> **TEMP-RETURN SERVICE REQUESTED (TSR):** "Snowbirds," who are currently away from their home address can have the mail forwarded to their temporary location.

CLASSIFICATIONS OF MAIL

FIRST CLASS

First class regular mail refers to mail that goes through the mail at full postage rate. First Class mail has an average destination arrival time of two days within the State and is the quickest transportation service with the exception of Express Mail.

FIRST CLASS PRE-SORT

By using Mail Services' presort service, you automatically pay less postage. The machine-readable mail handling charge is less per piece to be barcoded on the OCR/BCR and handling charges are reduced by the value added discount received from the USPS.

PRIORITY MAIL

Priority mail is First Class mail that weighs up to 70 pounds. You may expedite delivery of other classes of mail (Third or Fourth Class) by sending them as Priority Mail. Like regular First Class Mail, Priority Mail will be delivered in two to three days, in state.

SECOND CLASS (Periodicals)

Second class mail refers to newspapers and periodicals that have been given second class privileges by the USPS. You must submit a sample to Mail Services to obtain use of the Second Class mail permit.

THIRD CLASS (Standard A)

Third Class includes circulars, books, catalogs, and other printed matter, weighing less than 16 ounces. There are three categories of Third Class Mail: Single Piece, Non-profit, and Standard Presort.

SINGLE PIECE

The postal rate for mail weighing less than 3 ounces is the same as the First Class rate. You may enclose a letter without incurring additional postage charges. This class of mail is slower in handling and delivery.

THIRD CLASS STANDARD PRESORT (Standard A)

This method is the most frequently used by state agencies sending large volume mailings. Third class mail encompasses identical circulars or printed matter being sent to more than one person.

Third class mail is not a priority for the Post Office and they may take up to three weeks to process and deliver a bulk mailing. Do not use this method for time sensitive material. The minimum quantity to qualify for a manual sort bulk mailing is 200 pieces or 50 pounds (for the entire mailing). A minimum of 500 pieces is needed to qualify for an OCR bulk mailing.

PACKAGE SERVICES

Fourth Class parcel post is the same as third class single piece mail except to see a difference in postal rates the piece must weigh more than 16 ounces. Fourth Class mail requires a zip code, zone, and weight to determine applicable postage. The basic difference between Third Class and Media Mail is weight.

MEDIA MAIL

Only the following specifically describe articles may be mailed at this rate: books, including books to supplement other books, of at least eight printed pages, consisting wholly of reading matter or scholarly bibliography. These items must not contain advertisements. There are other categories, which may be mailed at this rate that are very specific.

LIBRARY MAIL

This rate applies to items being mailed to or from a library. The rates are determined by weight.

CERTIFIED MAIL

Certified mail provides a mailing receipt, with a record of delivery maintained at the recipient’s Post Office. A return receipt may be obtained to provide the sender with proof of delivery for an additional fee. No insurance is provided. A numbered label and completed receipt must be affixed.

REGISTERED MAIL

Registered mail is monitored from send to receive points. This option may be used for international mail.

Please call if you have a Certified or Registered mailing of more than 25 pieces.

INSURED MAIL

You can receive payment for mail that has been lost, rifled, or damaged by having it insured. A return receipt is available. Insurance may be purchased up to $5,000.

INTERNATIONAL MAIL

International surface mail is available to most countries. Senders of international mail should contact Mail Services to determine the proper classification and documentation that is required. Mail Services will also assist you with alternate mailing services for international mail. Letters and flats to foreign countries must be separated from your US mail. In addition, on letters to foreign countries, the name of the country must be the last line of the address.

BUSINESS/COURTESY REPLY MAIL

Business reply mail (BRM) is a specific First Class Mail service whereby the original sender pays postage and handling fees for replies to a United States address form any US location. Agencies may contact us for information and arrangements for this option. Courtesy Reply mail is similar to BRM, except that the sender pays or applies the return postage.

EXPRESS MAIL

For time-sensitive, mailable matter up to 70 pounds, Express Mail offers overnight and two-day delivery service. Insurance may be purchased up to $5000. A return receipt is available.

UNITED PARCEL SERVICE (UPS)

UPS requires the same addressing standards as the USPS, however, post office boxes should not be used as the destination address. UPS will charge an additional service fee for address corrections or PO Box destination changes. Also please indicate if the address is a business or residential address. UPS provides the following services:

Next Day Air (delivery by 10:30 a.m. next business day to most domestic areas)
Second Day Air (two-day delivery service)
Ground (one to seven business days; in Montana it is one or two days)
Saturday Delivery
International Express

UPS has also designated most cities in Montana as a rural area and will have an additional $1.00 fee assessed to the delivery cost. All parcels must display a correct department return address and charge number. Parcels must be clearly marked “UPS” with the preferred type of service requested.

TWO LETTER STATE ABBREVIATIONS					
Alabama	**AL**	Kentucky	**KY**	North Dakota	**ND**
Alaska	**AK**	Louisiana	**LA**	Ohio	**OH**
Arizona	**AZ**	Maine	**ME**	Oklahoma	**OK**
California	**CA**	Maryland	**MD**	Oregon	**OR**
Colorado	**CO**	Massachusetts	**MA**	Pennsylvania	**PA**
Connecticut	**CT**	Michigan	**MI**	Rhode Island	**RI**
Delaware	**DE**	Minnesota	**MN**	South Carolina	**SC**
District of Columbia	**DC**	Mississippi	**MS**	South Dakota	**SD**
Florida	**FL**	Missouri	**MO**	Tennessee	**TN**
Georgia	**GA**	Montana	**MT**	Texas	**TX**
Hawaii	**HI**	Nebraska	**NE**	Utah	**UT**
Idaho	**ID**	Nevada	**NV**	Vermont	**VT**
Illinois	**IL**	New Hampshire	**NH**	Virginia	**VA**
Indiana	**IN**	New Jersey	**NJ**	Washington	**WA**
Iowa	**IA**	New Mexico	**NM**	West Virginia	**WV**
Kansas	**KS**	New York	**NY**	Wisconsin	**WI**
Arkansas	**AR**	North Carolina	**NC**	Wyoming	**WY**

DIRECTIONAL ABBREVIATIONS		SECONDARY ADDRESS INDICATORS	
North	**N**	Apartment	**APT**
East	**E**	Building	**BLDG**
South	**S**	Floor	**FL**
West	**W**	Suite	**STE**
Northeast	**NE**	Room	**RM**
Southeast	**SE**	Department	**DEPT**
Northwest	**NW**		
Southwest	**SW**		

STREET SUFFIX ABBREVIATIONS							
Alley	**ALY**	Falls	**FLS**	Manor	**MNR**	Station	**STA**
Annex	**ANX**	Field	**FLD**	Meadows	**MDWS**	Summit	**SMT**
Avenue	**AVE**	Fort	**FT**	Mission	**MSN**	Terrace	**TER**
Boulevard	**BLVD**	Gardens	**GDNS**	Mount	**MT**	Trailer	**TRLR**
Bridge	**BERG**	Grove	**GRV**	Mountain	**MTN**	Tunnel	**TUNL**
Canyon	**CYN**	Harbor	**HBR**	Orchard	**ORCH**	Union	**UN**
Cape	**CPE**	Haven	**HVN**	Parkway	**PKY**	Valley	**VLY**
Center	**CTR**	Heights	**HTS**	Place	**PL**	Viaduct	**VIA**
Circle	**CIR**	Highway	**HWY**	Plaza	**PLZ**	View	**VW**
Corner	**COR**	Hill	**HL**	Point	**PT**	Village	**VLG**
Course	**CRSE**	Island	**IS**	Rapids	**RPDS**	Ville	**VL**
Court	**CT**	Junction	**JCT**	River	**RIV**	Vista	**VIS**
Dove	**CV**	Lake	**LK**	Road	**RD**	Walk	**WALK**
Drive	**DR**	Landing	**LNDG**	Spring	**SPG**	Way	**WAY**
Estates	**EST**	Lane	**LN**	Square	**SQ**	Wells	**WLS**